

### **REMARKS/ARGUMENTS**

These remarks are made in response to the Office Action of March 7, 2007 (Office Action). As this response is timely filed within the 3-month shortened statutory period, no fee is believed due. However, the Examiner is expressly authorized to charge any deficiencies to Deposit Account No. 50-0951.

Claim 12 was rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Published Patent Application No. 2003/0225600 to Slivka, *et al.* (hereinafter Slivka). Claims 1-4, 6-8, 10-11, 13-16, 18-20, and 22-23 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Slivka, in view of U.S. Published Patent Application No. 2004/0199411 to Bertram, *et al.* (hereinafter Bertram). Claims 5 and 17 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Slivka, in view of Bertram, and further in view of U.S. Published Patent Application No. 2002/0133456 to Lancaster, *et al.* (hereinafter Lancaster). Claims 9 and 21 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Slivka, in view of Bertram, and further in view of U.S. Published Patent Application No. 2002/0082878 to Boies, *et al.* (hereinafter Boies).

The claims have been amended to more clearly define the present invention and to further emphasize differences between the present invention and the cited prior art references. As discussed herein, the claim amendments are fully supported throughout the Specification. No new matter has been introduced by the claim amendments.

### **Aspects of Applicants' Invention**

Prior to addressing the cited references, it may be helpful to reiterate certain aspects of Applicants' invention. One embodiment of the invention, exemplified by amended Claim 1, is a method for re-accommodating passengers who are unable to travel on scheduled flights. The method can include obtaining passenger data including customer relationship management data and flight operations data. The method also can

include processing the passenger data and the flight operations data based on a set of rules. The method can further include displaying re-accommodation candidates as a result of the processing. Additionally, the method can include selecting passengers for re-accommodation from the re-accommodation candidates.

Another embodiment of the invention, typified by Claim 12, is a system for re-accommodating passengers. The method can include means for storing passenger data including customer relationship management data, means for storing flight operations data, and means for storing a set of rules. The system also can include processing means for processing the passenger data and the flight operations data based on the set of rules. The system can further include means for displaying re-accommodation candidates as a result of a processing of the processing means and for selecting passengers for re-accommodation from the re-accommodation candidates.

#### **The Claims Define Over The Cited Prior Art**

Applicants respectfully submit that none of the cited references, whether alone or in combination, discloses all the features of the present invention as claimed. More specifically, none of the references discloses that the passenger data should include customer relationship management (CRM) data, which provide more complex information about the long term relationship between the customer and the airline than the individual criteria. When making decisions as to which passengers should have priority to be re-accommodated, CRM data can help to determine the long term benefit to the airline (even though it may mean a short term loss).

With regard to the rejection of claims 9 and 21, it is noted that Fig. 4 of Boies does not show arranging the passengers according to a descending revenue impact to the airline. First, the seat classes in the column 430 are not arranged in a descending order. Second, the revenue impact is more than just the seat class for this particular reservation;

rather the full impact should take into consideration the long term relationship (such as ticket purchase history, frequency, future potential, etc.) between the customer and the airline.

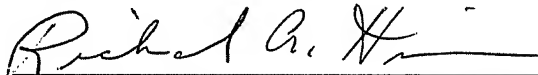
Accordingly, applicants respectfully request that the rejections under 35 U.S.C. § 102(e) and 35 U.S.C. § 103(a) be withdrawn.

### CONCLUSION

Applicants believe that this application is now in full condition for allowance, which action is respectfully requested. Applicants request that the Examiner call the undersigned if clarification is needed on any matter within this Amendment, or if the Examiner believes a telephone interview would expedite the prosecution of the subject application to completion.

Respectfully submitted,

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